

Client Interview Guidelines for

**(Household Provider, Household Manager, Chef, Personal Assistant, Housekeeper,
Etc.)**

This is intended to be a guideline to enable you to conduct a thorough interview. A long-term decision can only be made when both parties have a full understanding of the conditions of employment *prior* to acceptance.

Tips for evaluating the Interview, hopefully ensuring a successful hire:

- Did the household provider seem comfortable speaking with you? your family?
- Was the household provider pleasant and interested?
- While you are at work, would you feel comfortable knowing your family is at home with her?
- Do all parties understand the expectations of the position? the daily schedule?
- Are you in agreement regarding salary, hours, benefits, overtime, use of car?
- Always thank the household provider for the interview, and let them know when they can expect to hear from you with a decision.

Personal Background:

How long have you lived in this area? or, what brought you to this area?

Tell me about your family background and childhood.

What are your goals for the future?

What do you enjoy doing in your spare time?

What are your strengths? weaknesses?

Expectations / Experience:

What is your experience working in this field? what is your education or training for this type of work?

How did you become interested in this work?

What were your responsibilities in your last position?

What did you like *most* about your last position? what did you like *least*?

Do you have any special talents or interests to share with us? with the family?

Household Position:

Discuss *specifically* what you expect the household provider to do and her responsibilities (any and all household tasks you require, i.e., cleaning, vacuuming, laundry, cooking, childcare, etc.).

Discuss dietary restrictions of children and family, if household provider is cooking.

Will household provider be required to run errands, shop, transport children to activities?
Determine whose car will be used during working hours and for transporting the children. Do the children require specific car seats or child restraints other than regular seat belts?

Important Details:

Determine official start date.

Discuss the salary, how often the household provider will be paid and by whom, taxes withheld, and overtime or other compensation.

Discuss the hours of the position and any flexibility needed. How does the household provider feel about working evenings? weekends? available to travel with the family?

What is the length of the commitment expected by both parties?

Agree on time off for holidays, vacation, sick; discuss healthcare, other insurance, and other benefits.

If client car is provided, discuss household provider's personal use, frequency, cost and restrictions.

If household provider's car is to be used, agree upon mileage reimbursement. vehicles properly insured? in case of accident, who is responsible for the claim and deductible?

Are there any animals? Is any care required for them?

Is the home a non-smoking home?

For live in:

Explain the living conditions?

Can household provider be away from home on days off?

Will there be a curfew?

Will a car be provided for personal use? Will it have to be shared with client?